

STATEMENT OF WORK FOR COMPUTERS (DESKTOP AND LAPTOP) AND PRINTER/COPIER

MAINTENANCE AND REPAIR SERVICES

US EMBASSY BUJUMBURA

C.1. BACKGROUND AND SCOPE

US Embassy Bujumbura owns two sites; one located at campus Kamenge and one located in Gitega. At both sites there are desktops, laptops and multi-functional devices. the US Embassy Bujumbura decided that all that equipment be serviced and maintained regularly to avoid breakdowns. With this, if done effectively and efficiently, there will be limited problems that might hinder the equipment from working properly. This will also reduce the costs of purchasing spare parts or even buying new devices.

Once hired, the Contractor shall respond to on-site service calls with qualified technicians within three (3) working hours (or less), 8:30 am to 4:00 pm, Monday thru Thursday and on Friday, 8.30 am to 11.30 am excluding Holidays. The response time measurement starts when the Contractor receives the call from the POC (Person of Contact) or other authorized US Embassy employee.

C.2. EQUIPMENT DETAILS

The following table details all the equipment that will be covered by this maintenance services.

EQUIPMENT TYPE	SITE KAMENGE	SITE GITEGA
Computer Desktop	15	16
Computer Laptop	10	7
Multi-functional Printer	4	3

C.2. REQUIREMENTS

Computer maintenance is the practice of keeping computers in a good state of working. Therefore, the maintenance should include but NOT LIMITED to: organizing network and power cords, update the Operating System, purge the system of junk files and programs, clean the keyboard and other computer components, vacuum all the equipment to clean any dust, install required software or software provided by the U.S. Embassy

Maintenance: Factory-recommended replacement of worn parts based on time or throughput on machine. Includes “preventive maintenance”. Does not include clearing of minor paper jams or configuring the system for network or computer communication. Includes vacuuming inside of the copier as needed.

- Need of any action of the contractor is identified and initiated by the below persons:
 - The POC/User
 - Contractor’s visit on site for inspection
- Need is addressed by the contractor
 - Schedule with POC an on-site visit to perform maintenance work.
 - Perform maintenance work as scheduled.
 - Record site visit including machine ID, date and work performed.
- Fulfillment of need is recognized by POC
 - Sign-off on successful completion of work performed

Repairs: The vendor action needed to affect the continued operation of the system in accordance with manufacturers’ specifications includes diagnostics, installing replacement parts, clearing persistent problems and / or severe paper jams and correcting the cause of any error message indicating a defect on the machines’ operations:

- Need for vendor action is identified by any of the following:
 - The POC/user.
 - The Contractor’s on-site inspection.
- Identification by the POC or agreement whether high priority response time is required.
 - Need is addressed by Contractor
 - Schedule with POC site visit to perform repair.
 - Provides any required parts.
 - Record site visit including machine ID, date and work performed.
 - Records of any intervention to be invoiced.
- Fulfillment of need is recognized by POC
 - Sign-off on successful completion of repair, including labor time.
 - Evidence of repair (e.g. copy of a document)

POC: This stands for Person of Contact. It is the person designated by the US Embassy to initiate requests for maintenance, repairs or supplies and authorized to verify or accept receipt of services and supplies furnished under this procurement.

Where documents are required, the Contractor will provide electronic documents to the POC using standard Microsoft Office Applications.

C.3. SUPPLIES AND PARTS FOR REPLACEMENT

Consumable Supplies and parts for replacement such as toner cartridges consumer in copier output, replaceable print heads, drum kits etc. are not concerned with the provision in this contract. When a

contractor will need to replace any of those, he shall notify the POC of the needed supplies or consumables and the POC in return shall provide them to the contractor. If US Embassy decides to order the requested supplies or consumables at the contractor's shop, that will be a separate and a different procurement from the actual one in this contract.

C.4. REPORTS:

When reporting, the Contractor shall furnish the below:

- Meter reading: provide number of pages used at a monthly basis report for management review
- End of performance period report indicating:
 - Dates of performance and types of services (Maintenance or repair) provided for each piece of equipment covered by this contract.
 - Any recommendations for replacement or removal of equipment covered under the contract including an appropriate replacement model.
 - Summary of the consumables and parts replaced per equipment and per period with date references of request and installation.
 - Report of last period is due on the 15th of the first month starting the new performance period

No government furnished property will be provided during the execution of the job unless provided for in the agreement.

PRICE SCHEDULE

1. BASE YEAR (Date of Award through One Year Thereafter)

#	Description	Unit of issue	Quantity	Unit price	Total amount
01		Month	12	BIF	BIF
02		Hour		BIF	BIF
Grand Total – Base Year					BIF

2. OPTION YEAR ONE

#	Description	Unit of issue	Quantity	Unit price	Total amount
01		Month	12	BIF	BIF

02		Hour		BIF	BIF
Grand Total – Base Year					BIF

3. OPTION YEAR TWO

#	Description	Unit of issue	Quantity	Unit price	Total amount
01		Month	12	BIF	BIF
02		Hour		BIF	BIF
Grand Total – Base Year					BIF

4. PRICE SUMMARY

Contract Period	Total
Base Year	BIF
Option Year One	BIF
Option Year Two	BIF
Contract Total	BIF